

E-01933A-12-0291



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

2012 AUG 1 AM 9 30 Fax:

Priority: Respond Within Five Days

Opinion

No. 2012 - 105118

Date: 7/31/2012

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Robert

Moncada

Account Name:

Robert Moncada

Home: (520) 000-0000

Street:

Work:

City:

Tucson

CBR:

State:

AZ

Zip: 85743

is:

Utility Company:

Tucson Electric Power Company

Division:

Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. E-01933A-12-0291*****

**RATE CASE OPPOSED

Arizona Corporation Commission

DOCKETED

AUG 01 2012

From: Robert Moncada [mailto:
Sent: Friday, July 20, 2012 12:32 PM
To: Newman-Web
Subject: TEP

DOCKETED BY

Arizona Corporate Commission

Dear Commissioner:

I would like to voice my personal objection to any increase in utility rates by Tucson Electric Power. These are tough fiscal times - I'm not telling you anything you don't already know, or perhaps have personally experienced yourself.

I am a retired senior on a fixed income and have seen utility rates increase steadily over the past 5 years. As you know there really are no options with electric utilities. I can't say I'm dissatisfied with TEP and unplug the TEP electric outlet and plug into another company's' services - I'm stuck!

This past spring I attempted to reduce my utility bills by installing a new heating and air conditioning system. I improved my homes efficiency from a SEER 10 to a SEER 16.5. I have also installed sun blocking screens, and weather seals around all doors. These were expensive projects which I had hoped would reduce my utility bills. I'm only mentioning this to help you understand that as an individual I'm trying to do my best.

Yet, my latest bill from TEP reflected a 22% increase over my highest bill from last year. This is not a one month fluke, past months have been similar.

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I really don't want to receive any utility form letters with the usual "...as a customer, you are very important to us..."

All that I am asking from you, as a commissioner, is to recognize that as important as a salary increase or bonus are to a CEO of a public utility - there are a lot of average citizens like myself who are having a hard time understanding a rate increase of any kind to TEP.

Thank you for your time.

Sincerely,
Robert Moncada

Tucson, AZ 85743

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 7/31/2012

Opinion No. 2012 - 105118
